



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Patent Application

Inventor(s) : M. Kepler et al.

Case : 41698-1047

Serial No. : 09/520,306

Group Art Unit: 2642

Filed : March 7, 2000

Examiner : H. Agdeppa

Title : Directory Assistance System Capable of Providing Telephonic Concierge Services

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**FOURTH AMENDMENT AND  
INFORMATION DISCLOSURE STATEMENT**

I hereby certify that this paper is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on May 5, 2003.

Alex L. Yip

Attorney Name



Signature

34,759

Registration No.

May 5, 2003

Date of Signature

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

Applicants submit herewith a Request for Continued Examination (RCE) of the above-identified patent application. In addition, in response to the Final Office Action dated February 4, 2003, applicants hereby submit the following amendment and remarks.

IN THE CLAIMS

**Enter** amended claims 39-43, 45, 52-54, 57, 63 and 75 as follows:

39. (Amended) A method for providing concierge-type services to a user comprising:
- (a) receiving, from the user, a communication in which a current request for a concierge-type service is communicated;
  - (b) providing to an agent at least one past request for the concierge-type service associated with the user to facilitate communicating the current request to the agent;
  - (c) performing an action by the agent in an attempt to fulfil the current request;